

GENERAL GOVERNMENT (ENABLING STRATEGIES)

2004 INITIAL COMMUNITY SCORECARD

Mission: To provide expertise and resources to support and facilitate excellent public service delivery



PRIORITY OUTCOMES (What we are striving to achieve for you) IN OUR STRATEGIC PLAN*

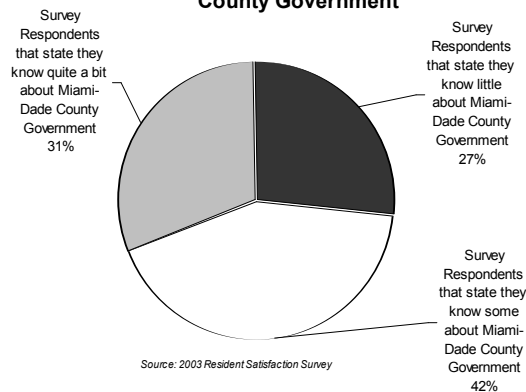
- Easily accessible information regarding County services and programs
- User friendly e-government sharing information and providing expanded hours and services
- Safe, convenient and accessible facilities planned and built to meet needs
- Opportunities for every registered voter to conveniently cast a vote
- Sound asset management and financial investment strategies
- Continuously improving government

* For the Enabling Strategies area, we are highlighting only the priority outcomes that are especially of interest to residents.

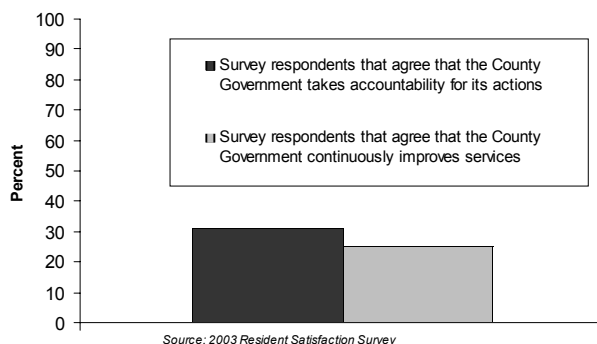


Performance Measures What you told us and how we are doing

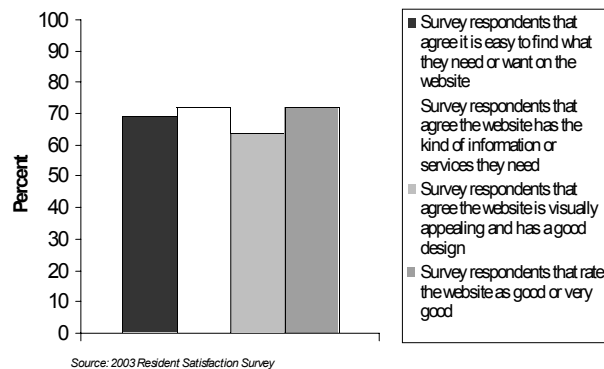
Residents Knowledge of Miami-Dade County Government



Survey Ratings Regarding Miami-Dade County Government Overall



Survey Ratings Regarding the Miami-Dade County Website



Delivering Excellence Every Day

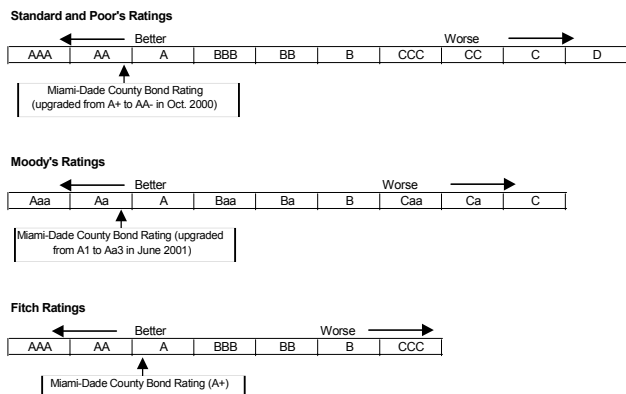
Miami-Dade County

2004 Initial Community Scorecard Reporting on Results that Matter

Performance Measures

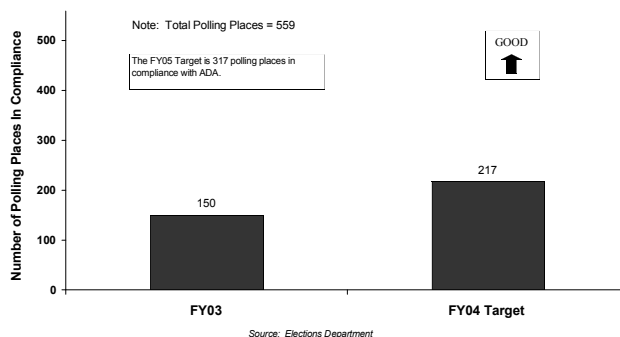
What you told us and how we are doing

Miami-Dade County's Bond Ratings

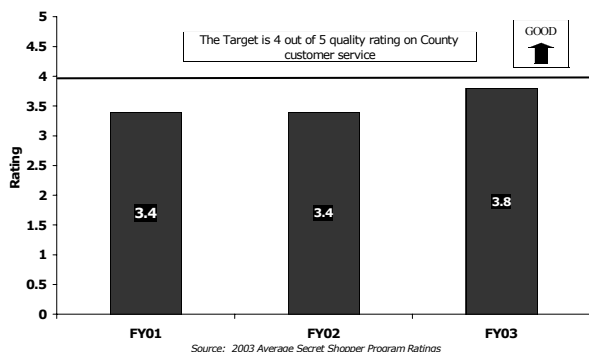


Source: Finance Department

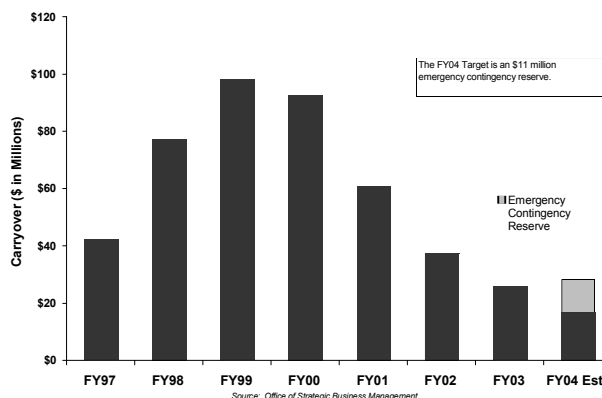
Polling Places in Compliance with the Americans with Disabilities Act



Overall Miami-Dade County Secret Shopper Program



General Fund Balance at End of Year



COMMUNITY DOLLARS AT WORK: EXAMPLES OF WHAT YOUR TAX DOLLARS BOUGHT IN FY 2003

- 20 episodes of "Miami-Dade Now" and "Miami-Dade Ahora" aired on Miami-Dade TV
- 250 elections outreach events to assist voters in preparing voter registration forms, voter education regarding where votes are held, what the issues are or who the candidates are, and demonstrations of voting equipment
- \$13 million of grant dollars received as part of revenue enhancement activities to support services in an array of areas including homeland security, medical examiner equipment, domestic violence, capacity for building faith- and community-based organizations, adult education for corrections inmates, and historic restoration
- 896,468 visits to the Property Appraisal website providing on-line access to property records
- 2.1 million visits to the Miami-Dade County web portal
- \$4.46 million online payments are made or received monthly during 2004, expediting the payment process